

Meeting Minutes
KanCare Consumer and Specialized Issues (CSI) Workgroup
December 13, 2013 - 10:00am-12:00pm
DCF Building Sunflower Conference Room, Overland Park, KS

Those in attendance:

Russell Nittler, Cindy Stortz, Edward Nicholas, Christopher Beurman, Steve Gieber, Marilyn Kubler, Samantha Ferencik, Monica Stoneking, Sue Zupancic, Sharon Traylor, Joe Edgar Bennett,

Those attending by telephone:

Aldona Carney, Barb Conant, Kristi Berning, John Kaul, Njeri Shomari, Kelly Thames, Stephanie Wilson, James Bart, Debra Carter

Review of Minutes from Last Meeting:

Russell Nittler, KDHE

Russell went over the minutes from the last meeting. Aldona asked if there was a parent/guardian sitting on the Advisory Council and Russell answered that Edward Nicholas is sitting on that council as well as on this workgroup.

Russell indicated he had found some information off the internet to answer the question regarding how other states are doing dealing with their dental coverage and have added them to the meeting packet for review.

Russell stated there are delays with getting the KEES application implemented.

Currently no one is having their Medicaid Case financial reviews done due to the KEES transition, but these will be started up again Family Medical (April, 2014), Elderly and Disabled (June, 2014).

Web updates to the KanCare website have been done and taking suggestions from stakeholder and consumer meetings, there have been ticklers added at the top of the home page as a way to help you see quickly what is new on the site.

Advisory Council is scheduled to meet December 18, 2013 at the Capital Building in the Supreme Court room and Russell will be giving a brief presentation regarding this group. This is the first time the new members will be meeting and again Ed, from our group, will be sitting on this council. You will find a new listing of Council members in your packets.

Introducing: Health Homes:

Samantha Ferencik, KDHE

Samantha introduced herself and began her presentation by handing out her business cards in the event there are questions we are not able to get to. She then went on to explain the Health Home concept and initiative, how it will work, when it will be implemented and who will be involved.

Samantha indicated the first State Plan Amendment (SPA) will consist of Seriously Mentally Ill population with the second SPA including Diabetes with secondary diagnosis under consideration.

If you receive a letter in the mail and you would not like to belong to Health Homes, you are welcome to contact the State at the contact information provided and choose not to belong, or choose to "opt out".

Concern over loss of current case managers due to duplicate billing issues was expressed with Samantha indicating the state will do their best to make sure the relationships consumers currently have already established will not be interrupted as long as they are involved in Health Homes.

James Bart asked if the letters are going to be sent out Registered as an assurance they were received to which Samantha answered that had not been talked about to her knowledge, but she would sure take that suggestion back to the Program Initiatives Coordinator, Becky Ross.

Samantha then went over a few examples with the group as a way to help everyone understand how this initiative has been designed to work. Samantha made it very clear that payment was to be made as a Per Member Per Month (PMPM) process. The State will pay the PMPM to the MCOs and the MCOs will in turn pass the portion of the PMPM off to providers they have contracted with as Health Homes Partners. Subcontracting is allowed and all this will be contracted between the MCO and the providers, the State has no intention of getting involved in that portion of the process.

There were several very good questions during and after the presentation which helped Samantha clarify some things for the group and also provided several suggestions for Samantha to visit with Becky about at the offices. Samantha indicated Cindy would be sending her email address out for those that are on the phone and it is also on her business cards which were passed out and if there are any additional questions, concerns please email her and she will research and get back with you.

Samantha went on to state there will be a Consumer state wide tour taking place the first week of March, 2014. She indicated there would be four (4) teams going out to various portions of Kansas covering several venues across the state, however if your group or agency would like a presentation, please contact us and we will be happy to set that up.

When asked if any other state has initiated this and Samantha indicated there were and that staff worked with staff from those states when putting together this initiative.

MCO Communication Plan:

Sharon Traylor, Sunflower Health Plan

Chris Beurman, United Healthcare

Kelly Thames, Amerigroup

Russell then explained that this portion of the meeting was something that was suggested by one of the members and he asked the MCO staff to give an update on their member advisory councils at the MCO level. Russell then turned the meeting over to the MCO representatives.

- ***Chris Beurman, United Healthcare:*** Chris gave members a handout and stated he would make sure to get an electronic copy to Cindy for everyone on the phone. He then went on to state that the Advisory Council has had four meetings as a group. He stated they are looking for more participation through many different venues.

Chris then went over how the meetings have gone subjects of meetings. He stated the goal is to have a meeting each quarter and have been having an average of 3-5 attendees. Chris indicated there have been several changes made that have come from suggestions members have provided in these meetings, so they would like to continue to see the attendance figures continue to rise.

Question and answer period followed.

- **Sharon Traylor, Sunflower Health Plan:** Sunflower has had two meetings and are having problems connecting with members that would like to be standing council members. Sharon indicated they actually had to have a meeting while throwing a baby shower in order to get anyone to participate at one point. There were suggestions made at that meeting that have been implemented as possible at the Health Plan. Sharon asked members of this group to send her names of people they thought would like to be standing members of their council and she would pass that information on.

Sharon stated they plan to do a member satisfaction survey this year which they hope will be helpful also. Question period followed.

- **Kelly Thames, Amerigroup:** Kelly indicated they usually have about five members that attend and a few member advocates. They typically meet quarterly and have discussed a variety of educational and over view topics.

Barb asked that the minutes from the MCO Advisory Council be posed onto the website, to which Russell indicated he would research that and get her an answer. Barb also asked if they had members that would like to be members of these councils, who do you contact to make that happen. Russell indicated that if anyone has anyone that would like to be on one of these committees you may contact one of the following:

christopher_beurman@uhc.com
Kelly.thames@amerigroup.com
straylor@sunflowerstatehealth.com

General:

Russell Nittler, KDHE

- Russell then went over the other attachments that were in the member packets. He explained the Information Chain handout which refers to how information is taken from the KanCare Advisory Committee, KanCare Consumer and Specialized Issues Workgroup, the Provider and Operational Issues Workgroup, Friends and Family Workgroup and other workgroups and committees and ends up at the Sub-Cabinet.

Barb asked how they will hear feedback to which Russell indicated that would come from himself, Joe and now Ed.

- Russell asked for feedback from group members about the open enrollment time period and procedures.
- Russell then took the group to the KDADS website and informed the group of a Q&A that will be available for consumers of the "Lunch and Learn" calls that will be held on Wednesdays from noon to 1pm for consumers, how to register for it and what to expect.
- Russell took some time to go through the KanCare website also giving a very brief tour of that website. He mentioned the KanCare Newsletter and the Health Homes Herald that we try to be sure gets forwarded to members of this group.
- There was then discussion regarding provider payment issues and connections were made with the MCO representatives in the room.
- Russell then opened the discussion around an email Russell had received from a consumer who had asked Russell to forward the information onto the workgroup members. Russell indicated he had been asked for names and contact information of group members which he refused to release however did agree to bring this topic to group members' attention. He stated there were things he could not share about this case due

to confidentiality and HIPPA issues, however group members are welcome to contact the consumer personally and the consumer's contact information is on the email attached.

A discussion followed regarding how members saw HCBS waiver coverage definitions and intentions as well as in-depth discussion regarding consideration of those consumers who have no way of reaching out and being heard-who will speak for them.

- Russell then indicated a topic we did not get to is why you can't use Severe and Persistent Mental Illness (SPMI) as a condition for including people for the PD waiver.

The meeting was then adjourned.

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